

<p>Task Order ID: 4QCA57114843</p> <p>Version: 1.0</p> <p>Date: February 3, 2011</p> <p>Date: January 04, 2013</p> <p>Revision 1: January 9, 2013</p> <p>Revision 2: January 23, 2013</p> <p>Revision 3: February 25, 2013</p> <p>Revision 4: April 9, 2013</p> <p>Revision 5: June 04, 2013</p> <p>Revision 6: September 26, 2013</p> <p>Revision 7: March 6, 2014</p> <p>Revision 8: June 16, 2014</p> <p>Revised July 16, 2014</p> <p>Revision 9: March 20, 2015</p> <p>Revision 10: March 30, 2015</p> <p>Revision 11: April 08, 2015</p> <p>Revision 12: January 08, 2016 REV</p> <p>12: March 17, 2016</p>	<p>GSA Contract Specialist:</p> <p>Dana Stewart</p> <p>Phone: 256-895-3278</p> <p>Fax: 256-895-5898</p> <p>Email: dana.stewart@gsa.gov</p> <p>GSA Senior Contracting Officer: Melvin B. Fordham</p> <p>Phone: 901-482-8225</p> <p>Fax:</p> <p>Email: Bernard.fordham@gsa.gov</p>						
<p>Client Organization:</p> <p>Keesler Air Force Base</p> <p>81st Medical Group</p>	<p>Contracting Officer's Representative (COR)</p> <p>Name: Tom Butler</p> <p>Organization: 81 MDSS/SGSM</p> <p>Address: 301 Fisher St</p> <p>City, State, Zip: Keesler AFB, MS 39534</p> <p>Phone: (b) (6)</p> <p>Fax: (228) 377-4533</p> <p>E-mail: (b) (6)</p> <p>Alternate Client Representative: NA</p>						
<p>Project Name:</p> <p>Facility Information</p> <p>Management/Information Technology Support</p>	<p>Period of Performance:</p> <p>Base Year: 4/1/2011 – 3/31/2012</p> <p>Option Year 1: 4/1/2012 – 3/31/2013</p> <p>Option Year 2: 4/1/2013 – 3/31/2014</p> <p>Option Year 3: 4/1/2014 – 3/31/2015</p> <p>Option Year 4: 4/1/2015 – 3/31/2016</p> <p>Extension One 04/1/2016 – 06/30/2016</p> <p>Optional Extension Two: 07/01/2016 – 07/31/2016</p> <p>Optional Extension Three: 08/01/2016 – 08/31/2016</p> <p>Option Extension Four: 09/01/2016 – 09/30/2016</p>						
<table border="0"> <tr> <td><input checked="" type="checkbox"/> Firm Fixed Price</td> <td><input checked="" type="checkbox"/> Severable</td> </tr> <tr> <td><input type="checkbox"/> Labor Hour</td> <td><input type="checkbox"/> Non-Severable</td> </tr> <tr> <td><input type="checkbox"/> Time and Material</td> <td></td> </tr> </table>		<input checked="" type="checkbox"/> Firm Fixed Price	<input checked="" type="checkbox"/> Severable	<input type="checkbox"/> Labor Hour	<input type="checkbox"/> Non-Severable	<input type="checkbox"/> Time and Material	
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Source Selection Information. FAR 3.104 disclosure restrictions apply.

☒ Performance Based☒ Fully Funded☐ Incrementally Funded

Modification 12 is issued to exercise an extension of three (3) months for the period of performance from 01 April 2016 through 30 June 2016 and include an additional three (3) one (1) month options from 01 July 2016 through 30 September 2016 for a total of six (6) months, in accordance with Performance Work Statement Section 1.5.1 - FAR 52.217-8, Option to Extend Services (Nov 1999). Optional period one (1) is incrementally funded in accordance with newly implemented PWS Section 1.6.8, DFARS 252.232-7007 Limitation of Government's Obligation (April 2014). Modification 12 also updates the Senior Contracting Officer in the header section of the PWS. Changes are in red and highlighted in yellow. All other terms and conditions remain unchanged.

Modification 11 is issued to add travel in the amount of \$3,817.52 in support of Option Year Four (4/1/2015 – 03/31/2016) of this task order in accordance Section 8.10.1 Travel of the revised Performance Work Statement (PWS). Changes are in red and highlighted in yellow. No other changes are made. All other terms and conditions remain unchanged.

Modification 10 to add incremental funding in accordance Performance Work Statement (PWS) Section 1.6.7 DFARS clause 232.703-1 General, regarding incrementally funding a Fixed Price Contract, to fully fund Option Year Four (04/01/2015 – 03/31/2016). Funding is for labor only. Changes are in red and highlighted in yellow. All other terms and conditions remain unchanged.

Modification 09 is issued to exercise Option Year Four (4) of this task order in accordance with (IAW) FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000), to update the contracting officer and contracting officer's information and to add Section 1.6.7 DFARS clause 232.703-1 General, regarding incrementally funding a Fixed Price Contract. Changes are in red and highlighted in yellow. All other terms and conditions remain unchanged.

Modification 08 is issued to add travel in the amount of \$2,000.00 in support of Option Year Three (4/1/2014 – 03/31/2014) of this task order only. This modification also updates the Contracting Officer's (CO) information and the Contracting Officer's Representative (COR) in the header section of this Performance Work Statement (PWS). Changes are in red and highlighted in yellow. All other terms and conditions remain unchanged.

Modification 07 is issued to de-scope the requirements in the Performance Work Statement (PWS) for Option Years Three (3) and Four (4) IAW 52.243-1, Alternate I, Changes--Fixed-Price (Aug 1987) of the basic contract, exercise Option Year Three (3) of this task order in accordance with (IAW) FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000), and update the contracting officer and contracting officer's information. This modification will be effective 4/1/2014 and will affect Option Year 3 (4/1/2014 – 3/31/2015) and Option Year 4 (4/1/2015 –

3/31/2016). Changes are in red and highlighted in yellow. All other terms and conditions remain unchanged.

Modification 06 is issued to update the Contracting Officer's Representative (COR) in the header sections of this Performance Work Statement (PWS). No other changes are made at this time. Terms and conditions remain the same

Modification 05 is issued to request a revised quote to bring Option Year One (04/01/2012 – 03/31/2013) down to actual costs. Quote should cover ALL PERIODS OF PERFORMANCE (Base Year – Option Year Four). No other changes are made at this time. Terms and conditions remain in full force and effect.

Modification 04 is issued to update the Contracting Officer's Representative (COR) and to remove the Alternate Client Representative in the header sections of this Performance Work Statement (PWS). No other changes are made at this time. Terms and conditions remain the same.

Modification 03 is issued to exercise Option Year Two (2) on this task order. Period of Performance is 04/01/2013 through March 31, 2014. No other changes are made at this time. Terms and conditions remain the same.

Modification 02 is issued to request a revised quote to bring the Base Year (04/01/2011 – 03/31/2012) down to actual costs. Quote should cover ALL PERIODS OF PERFORMANCE (Base Year – Option Year Four). Modification 02 also incorporates an updated DD254 in to the order. No other changes are made at this time. Terms and conditions remain in full force and effect.

Modification 01 is issued to exercise Option Year One (1) on this task order. Period of Performance is 04/01/2012 through March 31, 2013. Modification 01 also makes changes to the GSA Contract Specialist, the GSA Senior Contracting Officer, the Primary Client Representative and Alternate Client Representative in the header section of this PWS. No other changes are made at this time. Terms and conditions remain the same.

1.0 Introduction. Work is to be accomplished for 81st Medical Group, Keelser AFB, MS herein referred to as the Client, through the General Services Administration (GSA), Federal Acquisition Service (FAS), Assisted Acquisition Services Division, Southeast Sunbelt Region.

1.1 Background. This contract addresses requirements to provide Information Management/Information Technology (IM/IT) Services support to the 81st Medical Group, Keesler Air Force Base, Mississippi.

The 81st Medical Group located at Keesler AFB, Mississippi is a 78-bed facility and employs more than 1600 military, civilian and contract staff. The campus is spread over 10 buildings and comprises more than 850 thousand square feet. The 81st Medical Group's first and primary mission is medical readiness. It is responsible for deploying an Expeditionary Medical Support hospital with support staff when directed and is responsible for managing the second largest mobility mission in the Air Force. Keesler Medical Group also serves as the Federal Coordinating Center for the National Disaster Medical System, the medical arm of the Federal Emergency Management Agency. They manage and maintain memorandums of agreement with 11 civilian medical facilities throughout the Mississippi Gulf Coast. More than 22 new physicians and dentists undergo internship and residency requirements at Keesler before serving Source Selection Information. FAR 3.104 disclosure restrictions apply.

at military medical facilities worldwide. About 350 enlisted graduates of the School of Healthcare Sciences are also trained under Phase II technical training at Keesler. The 81st Medical Group and VA Gulf Coast Veterans Health Care System have been designated official DoD/Veteran's Administration (VA) joint venture partners. Titled "Centers of Excellence", this joint venture will integrate and/or combine clinical/administrative product lines between Keesler Medical Group and the VA campus to enhance federal health-care delivery along the central Gulf Coast.

1.2 Acronyms.

DEFINITIONS AND ACRONYMS	
ACRONYM	DEFINITIONS
ADS	Ambulatory Data System
AETC	Air Education and Training Command
AF	Air Force
AFMS	Air Force Medical Service
AFMOA	Air Force Medical Operations Agency
AIS	Automated Information System
ASIMS	Aeromedical Services Information Management System
CAD/CAM	Computer Aided Design/Computer Aided Manufacturing
CBT	Computer Base Training
CCS	Command Core System
CFR	Code of Federal Regulations
CGI	Common Gateway Interface
CHCS	Composite Health Care System
CO	Contracting Officer
COBOL	Common Business Oriented Language
CompTIA	Computer Technology Industry Association
COR	Contracting Officer Representative
COTR	Contracting Officer Technical Representative
COTS	Commercial Off-The-Shelf Systems
CSSO	Computer System Security Officer
DAPS	Defense Automated Printing Service
DBMS	Data Base Management System
DBSS	Defense Blood Standard System
DCL	Digital Command Language
DDS	Dental Data System
DEC	Digital Equipment Corporation
DIACAP	DoD Information Assurance Certification and Accreditation Process
DMLSS	Defense Medical Logistics Standard System
DoD	Department of Defense
DoDD	Department of Defense Directive

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EAS	Expense Accounting System
EUD	End User Device
FAR	Federal Acquisition Regulation
FTE	Full Time Equivalent
FTP	File Transfer Protocol
GOTS	Government Off-the-Shelf
GFI	Government Furnished Information
HIPAA	Health Insurance Portability and Accountability Act of 1996
HMIS	Hazardous Material Information Systems
HQ AETC/SG	Headquarters Air Education and Training Command Surgeon General
HQ USAF/SG	Headquarters United States Air Force Surgeon General
HTML	Hyper Text Markup Language
IM/IT	Information Management/Information Technology
JTR	Joint Travel Regulation
LAN	Local Area Network
MAJCOM	Major Command
MAUS	My Auto Updater System
MCP	Master Control Program
MEPRS	Medical Expense & Performance Reporting System
MES	Mission Essential Services
MS	Microsoft
MTF	Medical Treatment Facility
NAC	National Agency Check
NDA	Non-Disclosure Agreement
NETAPP	Network Appliance
OASD(HA)	Office of Assistant Secretary of Defense for Health Affairs
OCI	Organizational Conflict of Interest
ODC	Other Direct Cost
PA	Privacy Act
PC	Personal Computer
PCM	Primary Care Manager
PDA	Personal Digital Assistant
PM	Program Manager
POC	Point of Contact
POP	Period of Performance
PWS	Performance Work Statement
QAP	Quality Assurance Personnel
QCP	Quality Control Plan
RDB	Relational Data Base

Source Selection Information. FAR 3.104 disclosure restrictions apply.

SAF	Secretary of the Air Force
SAMMC	San Antonio Military Medical Center
SCR	System Change Request
SIR	System Incidence Report
SME	Subject Matter Expert
SMS	Short Message System
SQL	Structured Query Language
SSCP	System Security Certified Practitioner
TASO	Terminal Area Security Officer
TCP/IP	Transmission Control Protocol/Internet Protocol
TICSA	TrueSecure International Computer Security Association
TPOCS	Third Party Collection System
UPS	Un-interruptible Power Supply
VA	Veterans Administration
VAX	Virtual Address Extension
VMS	Virtual Memory System
VOIP	Voice Over Internet Protocol
WAN	Wide Area Network

1.3 Essential/Non-Essential Contractor Support Services. In the event of a national emergency, declared contingency operation, base closure, or other events, the Contractor Support Services in this Task Order are deemed Non-Mission Essential with the exception of personnel assigned to Network/Task Management and Network System Administration Support.

1.4 Supported Architecture.

1.4.1 Hardware

- Computer Room CPUs: Digital VAX computers (Models 7000, 9000), Digital Alpha computers (various models), Intel compatible microcomputers (miscellaneous brands), and Intel based servers.
- Desktop CPUs: IBM compatible workstations and laptops. Mobile devices (Tablet Personal Computers (PCs), Personal Digital Assistants (PDAs), Blackberry, Treo, etc.)
- Printers: LaserJet and Inkjet (all models/brands printers to include Lexmark, Hewlett Packard, Dell and various other network ready laser printers)

Other: Optical scanners, external CD-ROM drives and towers, internal and external Zip drives, internal and external CD-RW drives, and Random Array of Independent Disks (RAID) storage arrays.

1.4.2 Software

- Operating Systems: Digital Equipment Corporation Virtual Address Extension (DEC VAX) Virtual Memory System (VMS), Full Range of Desktop Windows (Win XP), Windows 2000 and 2003 Servers and other operating systems as identified by AF Single Desktop Configuration board.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Languages/Development/Utilities: Languages utilized will include VAX/VMS utilities, Common Business Oriented Language (COBOL), Basic, DEC VAX/VMS Basic, DEC Digital Command Language (DCL), VAX VMS Utilities, and DEC Relational Data Base (RDB) with limited development in Visual Studio, Active Server Pages, and JAVA utilizing Oracle and Microsoft SQL databases. Older microcomputer database applications developed in MS Access must also be supported.
- Applications: Oracle, MS-DOS based applications, various PC Microsoft Office Automation Packages, Visual BASIC, VAX C, C++, Polycom
- Database Management Systems (DBMS): Informix, Microsoft Structured Query Language (MS SQL) Server, and Oracle.

1.4.3 Network

- Hardware: Gigabit Ethernet Devices; Switches, Hubs, Sniffers, Bridges, Routers, Multiplexers, CODECs, MODEMs, My Auto Updaters (MAUs), and Fiber Optic devices
- Software: Ethernet, TCP/IP, WinNT, Router OS, and data network protocols-TCP/IP, NetBEUI, Unix based Hewlett Packard (HP) Open View Network Management System and other monitoring protocols or products as appropriate.

1.4.4 Video

- Hardware/Software: Support, monitor and maintain video teleconferencing operations.

1.4.5 Wireless Communications

- Hardware/Software: Support, track, and maintain telecommunications fixed and wireless telecommunication equipment utilized in the medical facility. The 81st Medical Group has one of the largest Voice over Internet Protocol (VoIP) installations in the AF Medical Service.

1.4.6 Other

- Support data connection for “Local Appoint Service”. For transport on and around Keesler AFB and to location, Government-owned vehicles may be used, however, if a contractor vehicle is used, the government is responsible for mileage incurred ***prior approval required***. Travel budget is included with section 8.10 of PWS. Contractor personnel driving Government-owned vehicles must register driver’s license with Keesler AFB transportation through the 81st Medical Group vehicle control office.

1.5 Incorporated Clauses (Full Text).

- 1.5.1 FAR 52.217-8, Option to Extend Services (Nov 1999).** The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The CO may exercise the option by written notice to the contractor within 30 calendar days of the end of the task order.

- 1.5.2 FAR 52.217-9, Option to Extend the Term of the Contract (Mar 2000).**

- a. The Government may extend the term of this contract by written notice to the contractor within 30 calendar days before the contract expires; provided that the Government gives the contractor a preliminary written notice of its intent to extend at least 60 calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.
- b. If the Government exercises this option, the extended contract shall be considered to include this option clause.
- c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

1.5.3 DFARS 252.201-7000, Contracting Officer's Representative (Dec 1991).

- a. Definition. "Contracting officer's representative" means an individual designated in accordance with subsection 201.602-2 of the Defense Federal Acquisition Regulation Supplement and authorized in writing by the Contracting Officer to perform specific technical or administrative functions.
- b. If the Contracting Officer designates a Contracting Officer's Representative (COR), the contractor will receive a copy of the written designation. It will specify the extent of the COR's authority to act on behalf of the Contracting Officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.

1.6 FAR 52.252-2, Clauses Incorporated by Reference (Feb 1998). This task order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

<https://www.acquisition.gov/far/index.html>.

1.6.1 FAR 52.217-5, Evaluation of Options (Jul 1990).

1.6.2 FAR 52-204-9, Personal Identity Verification of contractor Personnel (Sept 2007).

1.6.3 FAR 52.222-54, Employment Eligibility Verification (E-verify) (Jan 2009).

1.6.4 FAR 52.227-14, Rights in Data – General (Dec 2007).

1.6.5 FAR 52.237-3, Continuity of Services (Jan 1991).

1.6.6 FAR 52.222-41, Service Contract Act of 1965 (Nov 2007).

1.6.7 232.703-1 General.

(1) A fixed-price contract may be incrementally funded only if—

(i) The contract (excluding any options) or any exercised option—

(A) Is for severable services;

(B) Does not exceed one year in length; and

(C) Is incrementally funded using funds available (unexpired) as of the date the funds are obligated; or

(ii) The contract uses funds available from multiple (two or more) fiscal years and—

(A) The contract is funded with research and development appropriations; or

(B) Congress has otherwise authorized incremental funding.

(2) An incrementally funded fixed-price contract shall be fully funded as soon as funds are available.

1.6.8 DFARS 252.232-7007 Limitation of Government's Obligation.

As prescribed in 232.705-70, use the following clause:

LIMITATION OF GOVERNMENT'S OBLIGATION (APR 2014)

(a) Contract line item(s) 0006 is/are incrementally funded. For this/these item(s), the sum of \$ \$403,273.33 of the total price is presently available for payment and allotted to this contract. An allotment schedule is set forth in paragraph (j) of this clause.

(b) For item(s) identified in paragraph (a) of this clause, the Contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The Contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the Contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).

(c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the Contractor will notify the Contracting Officer in writing at least ninety days prior to the date when, in the Contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance

of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the Contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.

(e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the Contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."

(f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.

(g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.

(h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

(i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.

(j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of Mod 12	\$401,413.58
TBD	(b) (4)

(End of clause)

2.0 Scope. The 81st Medical Group operates a large data, voice, and video communications and networking architecture that support various users. These architectures consist of standard Department of Defense (DoD) Health Affairs and Air Force Automated Information Systems (AIS), commercial off-the-shelf systems (COTS), and locally developed/procured systems. The contractor will support architecture (hardware, software, network, video, wireless communications, and other data connections). The contractor shall support the organizations in regards to network security. Additionally, the support requirements transcend the perimeter of Biloxi/Gulfport area, the Joint Venture between 81st Medical Group and Biloxi MS, and DoD TRICARE multi-market, the support requirements transcend the various Veteran Affairs agreements as part of the DoD Resource Sharing.

3.0 Performance Requirements. The contractor shall provide perform the following requirements:

3.1 Network/Task Management

- Manage entire hospital network enterprise to include all hospital complexes and linked sites. Coordinates the preparation, review and consolidation of client information systems. Provides input for 81st budgets, acquisitions and business plans.
- Review and provide comments of budget and business plans through periodic review of financial reports and capital appropriation requests.
- Recommends policies, standards and methodologies.
- Provides assistance for information security.
- Develops and oversees preparation of studies, reports, and other hospital documents.
- Responsible for entire hospital network operations and systems analysis.
- Identifies changes in computer and systems technology and interprets their meaning to senior management.
- Provides direction to facilitate planning the design, installation, modification and operation of network capability.
- Recommends long and short-range plans for hardware/software selection, systems development, systems maintenance, and production activities and for necessary support resources.
- Provides feasibility studies, time and cost estimates and recommendation for establishment and implementation of new and revised plans and programs.
- Consults with the base communications squadron and other DOD/Air Force Agencies as deemed necessary to coordinate network requirements and activities. Prepares activity and progress reports.
- Confers and consults with the Chief of Medical Information Systems and the Director of Medical Information Systems Operations regarding all performance and scheduling issues on task.

3.2 (Reserved)

3.3 Advanced Network Engineering Support.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Tests and analyzes all elements of the network facilities including power, software, security features, communications devices, lines, modems and terminals and for the overall integration of the enterprise network.
- Responsible for the planning, modeling, simulation, design, installation, maintenance, management and coordination of the network.
- Monitors and controls the performance and status of the network resources.
- Utilizes software and hardware tools, identifies and diagnoses complex problems and factors affecting network performance.
- Maintains technical currency and studies vendor products to determine those which best meet client needs.
- Provides guidance and direction for less experienced network support technicians.

3.4 Network Engineering Support.

- Monitors and responds to complex hardware, software and network problems utilizing a variety of hardware and software testing tools and techniques.
- Provides primary interface with vendor support service groups or provides internal analysis and support to ensure appropriate notification during outages or period of degraded system performance.
- Provides LAN server support. Requires extensive knowledge of PC/LAN communications hardware and software in multi-protocol environment, and network management and security software.
- May function as task lead providing guidance and training for less experienced technicians.

3.5 Cable Installation Support

- Install computer/communications cable from the computer room, switch/hub closets, multiplexer, or punch down block locations within the medical center to various locations. Pin connectors for terminals and printers.
- Configure internal and external switches/hubs on terminals, multiplexers, printers, modems, line drivers and various other hardware devices as deemed necessary. Engineer communications configuration to ensure operability.
- Maintain blue prints covering the entire Medical Center cabling diagrams and document changes in hardware configuration or placement. Troubleshoot, inspect, repair and replace parts to computer cabling configurations throughout the entire medical facility. Trace problems and repair broken or frayed wires, electrical contacts and connections.
- Survey installation area to determine requirements, materials and work methods to install or modify the computers and peripheral equipment. Isolate causes of communications problems and initiate corrective action to fix the problem and prevent future problems.
- Identify necessary supplies to be ordered such as cable modems, line drivers, and other necessary communications equipment.

3.6 Network System Administration Support.

- Provides system administration of Network, Web, and/or communication systems, including Local Area Network (LAN) and Wide Area Network (WAN) systems, involving network security. This includes administration of user accounts, passwords, email, chat, and File Transfer Protocol (FTP). Requires comprehensive knowledge of the organization's hardware, software and network components.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors web site for acceptable performance and user accessibility. Establishes back-ups and monitors site security.
- Consults with and advises network users.
- Coordinates network administration and performance requirements with others in the information systems function.
- Identifies, analyzes and documents long-range requirements and schedules resources related to the enterprise network.
- Responsible for configuration management and documentation of network and system topologies and/or web site.
- Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions.
- Researches applicable standards and requirements documents to assure compliance. Selects or recommends multi-user software that meets common user requirements, integrates (where possible) with existing software.
- Plans for and provides reasonable responsiveness in terms of system performance. Prepares activity and progress reports regarding the network performance.
- Administers large e-mail systems.

3.7 Software System Engineering Support.

- Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation.
- Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel.
- Manage access, security, and privilege level requirements for the Hospital Intranet and Internet.
- Serve as liaison between Keesler Medical Center and Base Communications Squadron for Web page development and implementation.
- Evaluate new technologies, programming languages and systems. Recommend the development tools which will best support application development in the local environment.

3.8 Systems Testing Engineering Support.

- Performs analysis of documented user requirements and directs or assists in the design of test plans in support of user requirements for moderately complex to complex software/hardware applications.
- Reviews user application system requirements documentation; designs, defines and documents unit and application test plans; Transforms test plans into test scripts and executes those scripts.
- Participates in all phases of risk management assessment and software/hardware development under the direction of a Senior Test Engineer, when required.
- Ensures proper execution of test scripts, and documentation of test results in test logs or defect tracking systems.
- Ensures that the test designs and documentation support all applicable client, agency or industry standards, time lines and budgets.

- Develops test data to be used in performing the required tests. Responsible that testing conclusions and recommendations are fully supported by test results, and those project managers are fully informed of testing status and application deviations from documented user requirements.
- Responsible for/or assists in the analysis of test results, documents conclusions and makes recommendations as supported by such analysis.

3.9 Network/Hardware Personal Computer (PC) Support

- Monitors and responds to hardware, software, and network problems utilizing hardware and software testing tools and techniques.
- Interfaces with vendor support service groups to ensure appropriate notification during outages or period of degraded system performance.
- Assists with installation of terminals and associated hardware.
- Provides LAN server support. Requires strong knowledge of PC/LAN and Network communications hardware and software, in multi-protocol environment, and network management and security software.
- In support of microcomputer applications, analyzes requirements; creates, designs and develops requirements in required media; provides program support; tests, debugs and writes documentation as required.
- Provides customer assistance support in setting up microcomputers and/or installing software packages, when required.
- Provides user training for hardware/software products; identifies problems and resolves hardware/software/network malfunctions; performs minor hardware/software/network maintenance such as board replacement, cable switching, communication assistance, hardware (CRTs, printers) installation/replacement; interfaces with mainframe, Computer Aided Design/Computer Aided Manufacturing (CAD/CAM), digitizers, LANs, Networks, provides analysis support for such requirements.

3.10 Technical Training Support.

- Troubleshoots system software problems and provides technical guidance to users in overcoming difficulties with software.
- Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. Resolves problems which require an intimate knowledge of the related technical subject matter. Applies principals and methods of the subject matter to specialized solutions. Includes but not limited to; medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, and logistical support activities.

3.11 (Reserved)

3.12 Web Design Support.

- Designs, develop, troubleshoot, debugs, and implements software code (such as Hyper Text Markup Language (HTML), Common Gateway Interface (CGI), and JavaScript) for components of the website.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Requires strong navigation and site design instincts. Typically requires a college degree in computer science or a related field, and developmental experience in web-based languages.
- Develops and maintains Internet and Intranet services; prepares scripts and support programs for web integration, mainframe, Microsoft Access and Oracle databases.
- Coordinates the development and integration of subordinate hospital unit functions into Internet applications.
- Manages access, security, and privilege level requirements for the Hospital Intranet and Internet.
- Serves as liaison between Keesler Medical Group and Base Communications Squadron for Web page development and implementation.
- Maintains technical proficiency on current Internet and Intranet development advances.

3.13 Database Analysis/Programming Support.

- Designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design. Works on most phases of database administration.
- Analyzes user processes and recommends automated database solutions to improve workflow.
- Develops and maintains Oracle, Microsoft SQL and Access databases to meet user requirements.
- Develops database backup and restores procedures integrated with file and system backups to ensure data protection and availability.
- Optimizes databases and queries to keep systems operating efficiently.
- Works with local developers to create and support databases for software development projects meeting users requirements and customers priorities.
- Maintains and supports Government Off-the-Shelf (GOTS) and COTS databases as required. Works with Program Management Offices and commercial vendors to integrate their databases into our network environment.
- Develops interfaces between Local, GOTS and COTS databases as required to support local development or data mining efforts.

3.14 (Reserved)

3.15 Help Desk/Computer Operation Support.

- Operates the computer consoles; following prescribed scheduled work sheet instructions. Responds to basic console messages error halts and report unusual occurrences to appropriate personnel. On a shift, continually monitors computer systems, water detection systems, air conditioning output and Uninterruptible Power Supply (UPS) to detect and correct malfunctions and other operating difficulties caused by electrical or mechanical failures or functional area users. Isolates causes of machine stops or malfunctions and initiates corrective action to fix and prevent future problems.
- Performs Start Up, Power Off, Shut downs and Power Failure Recovery procedures when required.
- Executes tape backups on all assigned systems at specified times to prevent potential data loss from malfunctions and preserve data integrity.
- Promptly and accurately reports all maintenance calls. Notifies vendors of software and hardware problems. Works with vendors to correct system faults.
- Ensures all operation problems are entered into operations log before going off duty. Downtime on all systems will be entered into the appropriate log as it occurs

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Maintains a current tape library, locating tapes in off-site storage and main tape library, and prepares new tapes for the library. Restores files and databases when requested. Ensures all tapes are labeled properly by filling out and affixing labels to them, making sure the label information is accurate, sufficient and legible. This label information must be verified every time the tape is used. Retrieves or stores tapes making sure they are properly stored in the library when not in use. Ensures backup media, located at off-site storage location, is rotated monthly.
- Responsible for a wide range of operational support tasks that may include routine office equipment installation, operations and maintenance; obtaining and stocking supplies; recording and transcribing of data; billing assistance; collecting, organizing forms or other documents;
- Monitors access to designated Controlled Areas. When working on day shift, provides system security briefings on systems to all functional area users. Assigns and updates security passwords to medical center personnel to provide various levels of system access. Deletes passwords for out-processing personnel. Updates computer room access lists and fill out security forms. Escorts visitors, in-house personnel, maintenance personnel, and cleaning personnel while they are in the computer room. Replaces and reconfigures line drivers and modems. Repairs (if possible) or replaces terminals and printers.
- Supports functional users in troubleshooting computer related problems. Polite, patient, and customer focused assistance is a must. Notify users of modified input data/format requirements.
- Become familiar with and adhere to Air Force, Keesler Technical Training Center, and Medical Center regulations concerning Computer Operations.
- Support users in the structuring of requests and inquiries with a user oriented language; identifies possible technical problems in the terminal, communication lines or the computer system; and advises the terminal user of where and how to acquire appropriate technical assistance.
- Use trouble ticket software to document and maintain all user trouble calls. On average 60 trouble calls per day are logged or closed over the phone and more than 2500 calls per month.
- Conducts on-the job orientation, demonstrates how to operate equipment, run backups, archive systems, loads new software releases, submits System Incident Reports (SIRs) and System Change Requests (SCRs), and assists functional users with any system problems they may encounter.
- Conducts all In/Out processing of hospital personnel for the Medical Information Systems Element.
- Manage Defense Automated Printing Service (DAPS) Request. Provide request forms and ensure proper approval has been received. Complete DD Form 844, Requisition for Local Duplicating Service and forward request to DAPS. Maintain copies and database of request and prices.
- Monitors and responds to hardware and software problems utilizing hardware and software testing tools and techniques when additional manpower is required.
- Provides customer assistance support in setting up microcomputers and/or installing software packages, when required.
-

3.16 System Administration Support.

- Provides technical support for various specialized Automated Information Systems (AIS) including: Network Management System (HP Openview), Composite Healthcare System (CHCS), Expense Accounting System (EAS) III/IV, Ambulatory Data System (ADS), Third Party Collection System (TPOCS), Command Core System (CCS), Medical Expense and Performance Reporting System (MEPRS), Dental Data System (DDS), Business Objects, Aerospace Information Management System (ASIMS), Hazardous Material Information System (HMIS/Beekeeper), Defense Blood Standard System (DBSS) and Defense Medical Logistic Standard System (DMLSS).

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- Provides assistance to the Computer Security Officer as required for the administration of security procedures, and performance measurement support.
- Assists with developing and maintaining emergency action procedures for network failure and natural disasters.
- Configures, integrates, distributes and troubleshoots support for various types of PC-based microcomputers, network printers, and associated software applications, which included in-house applications, COTS, and newly written utilities and application software.
- Provides acquisition and program management support. Acquisition support included all services necessary to identify, procure and deliver information system software and hardware products. Program management support includes management oversight, in-progress reviews, overall project coordination, and quality assurance of contractor project.
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3.17 Information Assurance Analysis Support.

- Leads the administration of the Computer System Security Officer (CSSO) and Terminal Area Security Officer (TASO) program in accordance with applicable AF, MAJCOM, Base, and Medical Center Regulations.
- Monitors and controls the performance, security and status of network resources; identifies and diagnoses problems and factors affecting network performance.
- Manages the **DoD Information Assurance Certification and Accreditation Process (DIACAP)** processes to ensure all systems have the proper security accreditation.
- Develops local System Security Authorization Agreement for submittal through the local Communications Squadron to the Designated Approval Authority.
- Manage the 81 MDG Health Insurance Portability and Accountability (HIPAA)/Information Assurance training program to ensure all 81 MDG staff members and their business associates are adequately trained before accessing health information, medical systems or the base network and remain current.

3.18 Information Assurance Analysis Support

- Administers the Computer System Security Officer (CSSO) and Terminal Area Security Officer (TASO) program in accordance with applicable AF, MAJCOM, Base, and Medical Center Regulations.
- Monitors and controls the performance, security and status of network resources; identifies and diagnoses problems and factors affecting network performance.
- Manage the DIACAP processes to ensure all systems have the proper security accreditation.
- Develop local System Security Authorization Agreement for submittal through the local Communications Squadron to the Designated Approval Authority.

4.0 Performance Matrix.

PWS Reference	Deliverable or Required Services	Performance Standard (s)	Acceptable Quality Level (AQL)	Method of Surveillance
3.1	Network/Task Management	Network fully operational 99% of the time, excluding scheduled outages	Meet delivery schedule milestones at 99% level	Monthly Inspection

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3.3	Advanced Network Engineering Support	Network fully operational, excluding scheduled outages	Meet delivery schedule milestones at 99% level	Monthly Inspection
3.4	Network Engineering Support	Network fully operational, excluding scheduled outages	On-time delivery at 99% level	Monthly Inspection
3.5	Cable Installation Support	Complete routine work requests within 3 working days or less	Meet delivery schedule milestones at 95% level	Monthly Inspection
3.6	Network System Administration Support	Network fully operational, excluding scheduled outages	Meet delivery schedule milestones at 99% level	Monthly Inspection
3.7	Software System Engineering Support	Complete work orders within time constraints established by 81 MDSS/SGSI direction	Meet delivery schedule milestones at 95% level	Monthly Inspection
3.8	Systems Testing Engineering Support	Complete work orders within time constraints established by 81 MDSS/SGSI direction	On-time delivery at 95% level	Monthly Inspection
3.9	Network/Hardware Personal Computer (PC) Support	Complete work orders within time constraints established by 81 MDSS/SGSI policy	On-time delivery at 95% level	Monthly Inspection
3.12	Web Design Support	Complete work orders within time constraints established by 81 MDSS/SGSI direction	Meet delivery schedule milestones at 95% level	Monthly Inspection
3.13	Database Analysis/Programming Support	Complete work orders within time constraints established by 81 MDSS/SGSI policy	Meet delivery schedule milestones at 95% level	Monthly Inspection
3.15	Help Desk/Computer Operation Support	Complete work orders within time constraints established by 81 MDSS/SGSI policy (subject to change)	Meet delivery schedule milestones at 95% level	Monthly Inspection
3.16	System Administration Support	Complete suspenses within time constraints established by 81 MDSS/SGSI policy or higher HQ	Meet delivery schedule milestones at	Monthly Inspection

Source Selection Information. FAR 3.104 disclosure restrictions apply.

		direction (subject to change)	95% level	
3.17	Information Assurance Analysis Support	Complete suspenses within time constraints established by 81 MDSS/SGSI policy or higher HQ direction (subject to change)	On-time delivery at 95% level	Monthly Inspection
3.18	Information Assurance Analysis Support	Complete suspenses within time constraints established by 81 MDSS/SGSI policy or higher HQ direction (subject to change)	On-time delivery at 95% level	Monthly Inspection
7.1	Quality Control Plan	Delivery at time of proposal and any updates after task order award	On-time delivery at 98% level	100% Inspection
8.13	Monthly Status Report	Delivery within 10 work days after end of month	On-time delivery at 95% level	100% Inspection
8.13.1	Project Management Plan	Delivery within 10 days of task order award	On-time delivery at 95% level	100% Inspection

5.0 Task Order Deliverables. All deliverables shall be delivered to the Client Representative no later than the dates specified in the Performance Matrix or other Government-approved schedule. All deliverables become property of the U.S. Air Force.

DELIVERABLE	PWS PARAGRAPH	DELIVERY DATE
Monthly Status/Financial Report	8.13	10th working day of each month
Technical Report - Study/Services (Acquisition Contracting and Financial Documentation)	8.13.1	10th working day of each month
Quality Control Plan	7.1	Provided by contractor at time of Proposal and any updates after contract awarded.
Project Management Plan	8.13.1	10 days after task order award

Criteria for Acceptance. All deliverables shall be submitted in a draft format mutually agreed upon by the contractor and the Government.

5.1 Task Order Kickoff Meeting. Within ten (10) work days following the task award date, the contractor shall meet with the Contracting Officer and Contracting Officer's Representative to review goals and objectives of this task order and to discuss technical requirements.

5.2 Transition Plan. The plan shall describe their approach for transferring this task order from the current contractor. Plan shall provide a brief overview of the transition goals, strategy to maintain staffing continuity, tasks that must be accomplished during the transition process and risks that could impact on-schedule completion. Failure to submit such a plan may result in the proposal being rejected as technically unacceptable. The plan shall address the contractor's transition approach (including risks, mitigation strategy, team members, security clearances and schedule), recruiting plan, and retention plan. Failure to submit such a plan may result in the proposal being rejected as technically unacceptable. The contractor shall implement their Transition Plan

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presented in their quote immediately on award. However, the Government may require changes to the plan after award of the task.

6.0 Records/Data. All data and data rights associated individual task orders under this task order become the property of the U. S. Government in accordance with **DFAR 252.227-7013, Rights in Technical Data – Noncommercial Items (Nov 1995)**.

7.0 Inspection and Acceptance. Inspection and acceptance will occur in accordance with **FAR 52.246-4, Inspection of Services – Fixed Price (Aug 1996)**. In the absence of other agreements negotiated with respect to time provided for Government review, deliverables will be inspected and the contractor notified of the Client Representative's or Program Manager's findings within five (5) work days of normally scheduled review. If the deliverables are not acceptable, the Client Representative or Program Manager will notify the contractor immediately. Acceptance of invoices shall constitute acceptance of performance.

Unsatisfactory Work. Performance by the contractor to correct defects found by the Government as a result of quality assurance surveillance and by the contractor as a result of quality control shall be at the contractor's own expense without additional reimbursement by the Government. Unless otherwise negotiated, the contractor shall correct or replace all non-conforming services or deliverables not later than five (5) work days after notification of non-conformance.

7.1 Quality Control Plan. The contractor shall provide and maintain a Quality Control Plan (QCP) that contains, as a minimum, the items listed below to the GSA Contracting Officer for acceptance. The GSA Contracting Officer will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications and obtain acceptance of the plan within thirty (30) calendar day from the date of award. The QCP shall include the following minimum requirements:

- a. A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- b. A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- c. A description of the records to be kept to document inspections and corrective or preventative actions taken.
- d. All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

7.1.2 Past Performance Information: The Government will provide and record Past Performance Information for acquisitions over \$150,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS process allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor's past performance evaluation is finalized in CPARS it will be transmitted into the Past Performance Information Retrieval System (PPIRS). Contractor's are required to register in the CPARS, so contractor's may review and comment on past performance reports submitted through the CPARS. Go to the following website to register in the CPARS: <https://www.cpars.csd.disa.mil/>

7.2 Quality Assurance. The Government will evaluate the contractor's performance of this task order. For those tasks listed in the Performance Matrix, the Client Representative or other Source Selection Information. FAR 3.104 disclosure restrictions apply.

designated evaluator will follow the method of surveillance specified in this task order. Government personnel will record all surveillance observations. When an observation indicates defective performance, the client Program Manager or other designated evaluator will require the contractor manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation. It acknowledges that the contractor has been made aware of the non-compliance. Government surveillance of tasks not listed in the Performance Matrix or by methods other than those listed in the Performance Matrix (such as provided in the Inspection clause) may occur during the performance period of this task order. Such surveillance will be done according to standard inspection procedures or other task order provisions. Any action taken by the GSA Contracting Officer as a result of surveillance will be according to the terms of the task order.

8.0 Task Order Terms and Conditions.

8.1 Place of Performance. Work shall be primarily performed on-site within Government facilities at Keesler AFB, Mississippi.

8.2 Hours of Operation. Normally Monday – Friday 7:30 A.M. to 4:30 P.M., (including a 1 hour lunch break) excluding federal holidays with the exception of the Helpdesk, which will be manned 12 hours a day, 5 days a week, to exclude federal holidays. When the helpdesk is not manned there will be a helpdesk technician reachable via phone with a response time to KMC of 30 minutes or less. Alternate 40 hour per week work schedules will be allowed, pending approval from the COR or his/her designated representative (81 MDG Medical Information Systems Flight Commander (SGSI) or 81 MDSS Commander). From time to time, contractor may be requested to work an adjusted or extended workday to complete tasks. Such work is not considered overtime. The use of overtime is not authorized by this task order. The information services personnel may work a 4-day, 10-hour flex schedule if needed by the government to meet the needs of the mission.

8.2.1 Scheduled Holidays. New Year's Day; Martin Luther King's Birthday; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veteran's Day; Thanksgiving Day; Christmas Day, and any other day designated by Federal Statute, Executive Order, and/or Presidential Proclamation. This also includes base closure due to weather conditions or other emergency situations.

8.2.3 Government Agencies. Government agencies may not be available during scheduled holidays, inclement weather, weekends, after duty hours, or AF down days.

8.3 Task Management. The client will identify a Contracting Officer's Representative (COR). Management of this task will be performed by GSA through the COR. The COR will provide technical assistance and clarification required for the performance of this task, participate in project meetings, and receive task order deliverables.

8.3.1 Contracting Officer's Representative Designation. After task order award, the GSA Contracting Officer will appoint a COR and issue a COR appointment letter stating the authority for the COR. The contractor will receive a copy of the written designation.

8.3.2 Contracting Authority. Only the GSA Contracting officer may take action to change the performance requirements, place of performance, or any other terms or conditions of the task order or to direct the accomplishment of effort which would exceed the scope of the task order.

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- 8.3.3 Contractor Program Manager (PM) POC.** The Contractor shall provide a POC for tasking, who shall be responsible for the performance of the work. The point of contact shall have full authority to act for the Contractor on all matters relating to the daily operation of this contract. The Contractor shall designate this individual, in writing, to the CO and the QAP before the contract start date. An alternate may be designated, but the Contractor shall identify those times when the alternate shall be the primary point of contact. The Government has no preference to on-site or off-site PM POC.
- 8.4 Key Personnel.** The contractor shall identify key personnel in their proposal. Any substitution of key personnel must be of equally qualified individuals as those identified in the contractor's quote. Key personnel may not be added nor removed from the task without written notice to the GSA Contracting Officer. The written notice must be submitted at least 15 days prior to personnel actions. Key personnel shall have Secret level security clearances, as determined by the government Program Manager.
- 8.5 Disclosure of Information.** Information made available to the contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without the written agreement of the GSA Contracting Officer. The contractor agrees to assume responsibility for protecting the confidentiality of Government records, which are not public information. Each contractor or employee of the contractor to whom information may be made available or disclosed shall be notified in writing by the contractor that such information may be disclosed only for a purpose and to the extent authorized herein.
- 8.6 Limited Use of Data.** Performance of this task order may require the contractor to access and use data and information proprietary to a Government agency or Government contractor which is of such a nature that its dissemination or use, other than in performance of this effort, would be adverse to the interests of the Government and/or others. Contractor and/or contractor personnel shall not divulge or release data or information developed or obtained in performance of this effort, until made public by the Government, except to authorize Government personnel or upon written approval of the GSA Contracting Officer. The contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend, other than as required in the performance of this effort. Nothing herein shall preclude the use of any data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner which provides for greater rights to the contractor.
- 8.7 Government Furnished Items.**
- a. Equipment (GFE).** The Government will provide the contractor a dedicated work area for on-site support. This work area will include desks, work space, utilities, electric power hook-up, computers, and access to copiers, access to a facsimile machine, and telephone services, to include local calls through standard Government assets. All GFE must be utilized in strict performance of contract related duties, and the contractor shall maintain policies that prohibit fraud and abuse.
 - b. Information.** The Government will provide access to all necessary information and documentation required for this effort.
- 8.8 Contractor Furnished Items.** Except for those items or services stated as Government furnished, the contractor must furnish everything needed to perform this task order according to all its terms. Source Selection Information. FAR 3.104 disclosure restrictions apply.

The contractor shall provide training that is necessary for contractor personnel at their own expense.

8.9 Other Direct Costs (ODCs). The Government may require the contractor to purchase hardware, software, firmware, related supplies/warranties/help desk requirements, technical refresh and other support as needed that are integral and necessary for the performance of this task order. ODCs are ancillary in nature and integrally related to the contractor's ability to perform the service being acquired, i.e., they must be necessary for the completion of the task. That is, the acquisition of ODCs cannot be the primary purpose of a task order. An ODC must satisfy the criteria expressed within the scope of the task order and must not duplicate costs covered in other areas of the task order. Such requirements will be identified at the time the task order is issued or may be identified during the course of an order, by the Government or the contractor.

- a. ODCs for materials and/or supplies necessary for performance of this task order shall be reimbursed in accordance with the billing and payment clauses of this task order. The GSA Contracting Officer will establish a not-to-exceed ODC ceiling and determine the fair and reasonableness of the proposed price/prices. Pursuant to **FAR 16.601(b)(2)**, materials are to be provided at actual cost except as provided for in **FAR 31.205-26(e) and (f)**.
- b. Prior to acquiring ODCs, the contractor shall submit a request form (in contractor format) to the COR for verification and approval. This form must identify the item(s) to be purchased, estimated cost(s), vendor, and reason for purchase.
- c. The COR will then submit the ODC request to GSA through an action memo via ITSS or email. The GSA Contracting Officer is responsible for the review and approval of the request. In some instances, a task order modification may be required to acquire the ODC. In that situation, the ODC may not be purchased prior to award of the modification.
- d. The Government has established a total not-to-exceed ODC budget of **\$200,000.00** for the entire effort, if all option periods are exercised.

Base Year:	\$40,000.00
Option Year 1:	\$40,000.00
Option Year 2:	\$40,000.00
Option Year 3:	\$40,000.00
Option Year 4:	\$40,000.00

8.10 Reimbursable Costs. The inclusion of reimbursable costs is a direct allocation of costs associated with support of this task order. All reimbursable costs must be in conformance with the task order requirements and authorized by the Client Representative and the GSA Contracting Officer.

8.10.1 Travel. The Government may require the contractor to travel for the performance of this task order. Prior to travel the contractor shall coordinate with and receive authorization from COR and/or GSA Contracting Officer. The contractor shall be responsible for obtaining all passenger transportation, lodging, and subsistence. The contractor shall travel using the lower cost mode commensurate with the mission requirements. When necessary to use air travel, the contractor shall use the tourist class, economy class, or similar lodging accommodations to the extent they are available and commensurate with the mission requirements.

- a. Travel will be reimbursed at actual cost in accordance with the limitations set forth in **FAR 31.205-46**. Profit shall not be applied to travel costs. Contractors may apply indirect costs to travel in accordance with the contractor's usual accounting practices consistent with **FAR 31.2**. The contractor shall ensure that the requested travel costs will not exceed the amount

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authorized in this task order. There may be cases due to the no- or short-notice tasking environment where an over per diem situation arises. When this is the case, the COR is required to authorize the over per diem rate.

- b. A contractor-generated travel authorization request form shall be submitted to the COR or GSA Contracting Officer for approval prior to beginning any travel. The form must identify the traveler's name, travel dates, location(s), per diem rates, purpose of trip, all estimated expenses, and an estimate of the remaining travel funds after the travel being authorized is complete. An electronic copy of the approved request form and a Travel Expense Summary shall be submitted with the monthly invoice.
- c. The Government cannot establish the locations and the duration of travel at this time. Therefore, the Government has established a total not-to-exceed travel budget of \$100,000.00, if all options are exercised.

Base Year:	\$20,000.00
Option Year 1:	\$20,000.00
Option Year 2:	\$20,000.00
Option Year 3:	(b) (4)
Option Year 4:	(b) (4)

8.10.2 Training. Training of contractor employees assigned to this task order shall be performed at the contractor's own expense. The Contractor is expected to maintain the professional qualifications and certifications (contractor's expense) of its personnel through on-going training.

8.11 Privacy Act. Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

8.11.1 Disclosure of Sensitive Data. The Contractor recognizes that, in the performance of the task, it may receive or have access to certain sensitive information. Contractor agrees to use and examine this information exclusively in the performance of the contract and to take the necessary steps to prevent disclosure of such information to any party outside the Government. Work performed under the contract is unclassified. However, technical and medical privacy data used within the scope of this task order requires adherence to security/privacy requirements imposed by the Government, DoD, AF and other applicable security clearance requirements as applicable to this task order.

8.11.2 Patient Lists. Patient lists, no matter how developed, shall be treated as privileged information.

8.11.3 Release of Medical Information. Contractor personnel are prohibited from releasing any personnel or medical/patient information to include patient/person-level content with personal health information during the course of this contract. Documentation of training shall be provided to the COR/QAE prior to the contract employee providing services. Information shall be treated IAW the following:

- The Privacy Act of 1974 (5 U.S.C. § 552a), which includes Public Law 100-503. The Privacy Act of 1974 will cover all data associated with this requirement. All contractor personnel assigned will be required to take appropriate actions to prevent disclosure of this information.
- The Health Insurance Portability and Accountability Act of 1996 (Public Law 104-191), which includes DoD 6025.18-R, DoD Health Information Privacy Regulation and is FOR OFFICIAL USE ONLY. (Appendix A)

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- Other Military Health Services, AFMSA, Federal and State laws may also be applicable.

8.12 Security.

8.12.1 Clearance Requirements. The level of security required for this task is identified in section **8.24** of PWS. A DoD Contract Security Classification Specification (DD Form 254) is required for this contract. The contractor is responsible for providing employee clearance information to the COR and/or local security officer for use in preparing a DD-254 form.

8.13 Monthly Status Report. The contractor shall prepare and submit a monthly status report identifying all tasks performed, status, issues, and anticipated actions consistent with performance work statement (PWS).

- One hard copy of this report shall be submitted to the Contracting Officer (CO) and an electronic copy to the QAP and program manager by the tenth working day of the month following the end of the reporting period.
- Specific content of the report shall be coordinated with the QAP and delivered in an electronic format mutually agreed by the contractor and the Government.
- The report shall include the following items:
 - Highlights of the previous month's activities.
 - Any issues or anticipated/current problems with each task.
 - Planned work for the next period; deliverable status information on all active tasks.
 - Status of QAP-generated action items, if any, from previous report and the resultant impact and schedule changes, if any.

8.13.1 Other Data Requirements. In addition to the monthly status reports, the contractor shall provide the following data deliverables:

- Activities log will be submitted monthly with the monthly status report.
- Submit request for authorization for travel ten working days prior to trip unless notification was received after that period.
- Submit travel vouchers with invoices and any trip reports, if requested five working days after the trip.
- Provide a project management plan within 10 days of task order award and any updates as they are required.
- Submit technical reports as specified within the individual task descriptions. Any draft copies and final copies will be delivered both electronically and one hard copy to the COR.
- Submit presentations as required. Any draft copies and final copies will be delivered both electronically and one hard copy to COR.

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- Submit project planning charts with input from COR and program manager as required. Any draft copies and final copies will be delivered both electronically and one hard copy to COR in accordance with project milestones.
- Submit project status reports/briefings as required. Any draft copies and final copies will be delivered both electronically and one hard copy to COR in accordance with project milestones.

8.14 Personal Service. The client has determined that use of the GSA contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the **FAR Part 37.104** titled “Personal Services Contract.”

The Government will neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services, or give the perception of personal services. If the contractor feels that any actions constitute, or are perceived to constitute personal services, it shall be the contractor’s responsibility to notify the CO immediately. These services shall not be used to perform work of a policy/decision making or management nature, i.e., inherently Governmental functions. All decisions relative to programs supported by the contractor shall be the sole responsibility of the Government.

8.15 Section 508 Compliance. All electronic and information technology (EIT) procured through this task order must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>.

8.16 Past Performance. The Government will provide and record Past Performance Information for acquisitions over \$100,000 utilizing the Contractor Performance Assessment Reporting System (CPARS). The CPARS process allows contractors to view and comment on the Government's evaluation of the contractor's performance before it is finalized. Once the contractor’s past performance evaluation is finalized in CPARS, it will be transmitted into the Past Performance Information Retrieval System (PPIRS).

8.17 Contractor Identification. All contractor/subcontractor personnel shall wear a Government identification badge at all times while performing under this effort. When attending meetings and/or answering phones or via electronic mail, the contractor/subcontractor personnel shall identify themselves as a contractor employee to avoid situations arising where sensitive topics might be better discussed solely between Government employees. Contractors/subcontractors shall identify themselves on any attendance sheet or any coordination documents they may review. Electronic mail signature blocks shall identify their company affiliation. Where practicable, contractor/subcontractors occupying collocated space with their Government program customer should identify their work space area with their name and company affiliation or as a minimum “Contractor” after name.

8.19 Government Approval to Provide Services. Medical Information Systems Flight Commander approval is required before contract personnel may participate in the initial orientation program.

8.20 General Contractor Personnel Requirements. The contractor shall provide personnel that meet the following standards:

8.21 English Language Requirement. On site contract personnel shall read, understand, speak, and write English.

8.22 Employees. The contractor shall not employ persons for work on this contract if such employee is identified to the contractor as a potential threat to the health, safety, security, general well being or operational mission of the installation and its population. All contractor personnel shall attend a projection orientation session within two months of the contractor employee beginning to perform under this order.

8.23 Immunizations. Regulatory directive, Hospital Employee Health Program, Infection Control Program and The Joint Commission (TJC) standards require that all types of personnel supporting this contract (military, civilian, and contractor) must have the following required inoculations and testing in accordance DoD/MTF/CDC guidelines.

- Certificate of rubella and rubeola vaccination
- Varicella (chicken pox), Mumps and Polio
- Combined Tetanus, Diphtheria and Vertussis Vaccines (Tdap)
- Annual Requirement for TB Test for Tuberculosis
- Hep B (provided by MTF)

The contractor may elect to use their private physician. If so, the contractor will ensure the contract employee receives appropriate medical treatment with antitubercular chemoprophylaxis under the direction of a private physician at the contractor's expense.

8.24 Education, Experience, Training, & Security Requirements. On-site contractor personnel shall be able to demonstrate their expertise through a combination of education and experience as outlined below:

a. Paragraph 3.1

- Educational Requirements: Bachelor's Degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or a functional training certificate from an accredited training institution.
- Experience Requirements: Five years of increasingly complex and progressive experience in computer system/network management in a healthcare environment. Includes two years of specialized experience related to Network/Task Management.
- Information Assurance Certification Requirements: Must comply with DoD Directive 8570.1M, Information Assurance Workforce Improvement Program-May15, 2008 Change 1, DoD Instruction 8500.2, Privacy Act Program Requirements (DoD 5400.11), and Personnel Security Program Requirements (5200.2-R).
- Security Requirements: Required to have Secret security clearance.

b. Reserved

c. Paragraph 3.3

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- Educational Requirements: Bachelor's degree from an accredited college or university in computer science, information systems, engineering or a mathematics-intensive discipline or a functional training certificate from an accredited training institution.
- Experience Requirements: Seven years of increasingly complex and progressive experience in computer system/network engineering. Includes two years of specialized experience related to Senior Network Engineering.
- Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.
- Security Requirements: Required to have Secret security clearance.

d. Paragraph 3.4

- Experience Requirements: Five years of increasingly complex and progressive experience in computer system/network engineering. Includes two years of specialized experience related to the task.
- Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.
- Security Requirements: Required to have Secret security clearance.

e. Paragraph 3.5

- Educational Requirements: Functional training certificate from an accredited training institution.
- Experience Requirements: Requires one (1) year experience in installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.
- Information Assurance Certification Requirements: N/A.

f. Paragraph 3.6

- Educational Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in administering large, complex networks, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline or an functional training certificate from an accredited training institution.
- Experience Requirements: Seven (7) years of increasingly complex and progressive experience in implementing, administering, performing tests and analyzing all elements of network systems. Has experience with current technologies and, where required for the task, emerging technologies.
- Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.
- Security Requirements: Required to have Secret security clearance.

g. Paragraph 3.7

- Educational Requirements: Bachelor of Science (BS) Degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex Automated Information System (AIS) projects, is closely related to the work to be automated, and/or in a computer science, information system, a physical science, engineering or a mathematics-intensive discipline.
- Experience Requirements: Seven years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or scientific settings using a variety of information technology resources. Has experience with current technologies and, where required for the task, emerging technologies. Must have

Source Selection Information. FAR 3.104 disclosure restrictions apply.

managed or had significant involvement with complex or substantive information technology projects including one year of experience demonstrating management and supervision capabilities.

- Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.

h. Paragraph 3.8

- Educational Requirements: Bachelor's degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or an applicable training certificate from an accredited institution.
- Experience Requirements: Five years of intensive and progressive experience in a computer related field. Three years within the last six calendar years of intensive and progressive experience in performing software testing for moderately complex to complex software hardware applications and/or systems.
- Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.

i. Paragraph 3.9

- Experience Requirements: Three years of increasingly complex and progressive experience in computer system/network engineering. Includes one year of specialized experience related to Intermediate Network/Hardware PC Technician.
- Information Assurance Certification Requirements: Shall possess as a minimum A+ or N+ certification.

j. Paragraph 3.10

- Educational Requirements: Functional Lead Technical Trainer functional area certification or two years undergraduate education.
- Experience Requirements: Three years of intensive and progressive training experience.
- Information Assurance Certification Requirements: Shall possess as a minimum A+ or N+ certification.

k. Reserved

l. Paragraph 3.12

- Educational Requirements: Bachelor's Degree from an accredited college or university in computer science, mathematics, or engineering or a mathematics-intensive discipline, or functional web designer training certificate from an accredited institution.
- Experience Requirements: Two years of intensive and progressive experience in a computer-related field including development and design of software systems and web development.

m. Paragraph 3.13

- Educational Requirements: Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in managing large, complex AIS projects, is closely related to the work to be automated, and/or in a computer science, information system, web design or other IT related discipline or functional Intermediate Database Analyst/Programmer training certificate from an accredited training institution.
- Experience Requirements: Two years of increasingly complex and progressive experience in performing systems analysis, development, and implementation of business, mathematical, or

scientific settings using a variety of information technology resources. Has experience with current web technologies and, where required for the task, emerging technologies.

- Information Assurance Certification Requirements: Web designer shall possess as a minimum S+ certification.
- n. Reserved
- o. Paragraph 3.15
 - Information Assurance Certification Requirements: Shall possess as a minimum A+ or N+ certification.
- p. Paragraph 3.16
 - Information Assurance Certification Requirements: As a minimum S+ certification.
- q. Paragraph 3.17
 - Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.
- r. Paragraph 3.18
 - Information Assurance Certification Requirements: Shall possess as a minimum S+ certification.

8.25 Annual Training. All contract personnel are required to go to <https://golearn.csd.disa.mil/kc/login/login.asp> annually to obtain network user licensing and or Information Systems Security Officer (ISSO) licensing. This will be accomplished initially and then annually thereafter. Contractor will be required to complete both Information Protection and HIPAA. Failure to maintain training will result in loss of network privileges and unable to perform under this order.

8.26 Software Proficiency. Contract personnel shall be knowledgeable with standard AFMS software programs and all programs outlined in position descriptions.

8.27 Required Certifications. All contractors will comply with certification requirements IAW DoD Directive 8570.1M, Information Assurance Workforce Improvement Program-May 15, 2008 Change 1, DoD Instruction 8500.2, Privacy Act Program Requirements (DoD 5400.11), and Personnel Security Program Requirements (5200.2-R).

8.28 Recruitment and Retention. Recruitment and retention of qualified personnel is critical to the success of this task order.

8.29 Personnel Security. Documentation and cost required for security certification will be the responsibility of the contractor. Contract personnel must have a National Agency Check with Law and Credit (NACLC) investigation accomplished prior to beginning work. The contractor shall provide documentation received from the appropriate Government agency as to the verification of contract personnel's NACLC certification. In case the certification has been requested but not received, the contractor may provide documentation on any contractor employee where certification has been requested. In the instance, the contractor employee will be able to begin work in areas that would not conflict with Government security issues.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

Most of the work performed under this contract is unclassified. Some of the work performed at the 81st Medical Group – Keesler AFB, Biloxi, MS is classified, some requirements require secret clearance. Based on the security level, the contract is designated a “Classified Contract” and a contractor’s “Facility Clearance” is required in accordance with DoD 5220.22-M, National Industrial Security Program Operating Manual. The contractor is responsible for ensuring that all contractor personnel assigned to this contract have the appropriate clearance necessary.

The technical and medical privacy data used within the scope of this task order requires adherence to security/privacy requirements imposed by the Government, DoD, AF and other applicable security clearance requirements as applicable to this contract. The contractor shall handle and protect all data as directed and implemented by the AFMSA enterprise and its implementation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). (Appendix A)

- 8.30 Physical Security.** The Contractor shall be accountable for control of Government property IAW AFJI 31-102, Physical Security. The Contractor is also responsible for the protection of any contractor-owned equipment or supplies brought onto the installation IAW AFJI 31-102, Physical Security. Further, the Contractor shall not remove any Government property from the installation.
- 8.31 Installation Entry.** The Contractor will comply with established security procedures for entering the installation and its facilities to include any special security procedures that may be established for entry to Restricted Areas or mission essential or vulnerable areas.
- 8.32 Denial of Entry.** Government reserves the right to terminate entry of any contractor employee upon disclosure of information that indicates the individual’s continued entry to the installation is not in the best interest of the national security. Additionally, violation of or deviation from established security procedures by contractor employees may result in confiscation of identification media and denial of future entry to the installation.
- 8.33 Recording Presence.** All contractor employees must be able to document the hours of work performed at each location for contract administration purposes.
- 8.34 Conduct of Contractor Personnel.** While performing under this order, the contractor shall ensure its personnel conform to the following:
- Contractor personnel shall observe all base and facility parking, safety and traffic regulations that apply to all facility employees.
 - Alcoholic beverages are prohibited while performing under this order
 - There shall be no loud, profane or abusive language used while performing under this order.

9.0 Invoices and Payment Information.

- 9.1 Payment Information.** The contractor shall provide the following payment information for GSA use. It must be an exact match with the information under the contract number in the ITSS Contract Registration (not the contractor’s company or individual representative’s registration) as well as with the information under the contractor’s Data Universal Numbering System (DUNS) number in the Central contractor Registration (CCR), <http://www.ccr.gov>. Mismatched information will result in rejected purchase orders and payments.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- a. Company Name – Legal Business Name and Doing Business As (DBA) Name
- b. Mailing Address – Contact and Address Information
- c. Remittance Address – Remit To Address Information
- d. Employer's Identification Number – Federal Tax ID
- e. DUNS (Data Universal Numbering System)

9.2 Invoice Information. The contractor shall provide the following information on each invoice submitted to ITSS and GSA's finance center.

- a. Invoice Number – do not use any special characters; ITSS and the invoice must match
- b. ACT (GSA financial tracking number) Number from GSA Form 300, Block 4
- c. GSA Task Order Number – must match ITSS
- d. Contract Number from GSA Form 300, Block 3
- e. Point of Contact and Phone Number
- f. Remittance Address
- g. Period of Performance for the billing period
- h. Charges, identified by deliverable or line item(s), with a narrative description of the service performed. Reimbursable costs, ODCs, and other charges (e.g., G&A) must be broken out as follows:
 - (1) Travel itemized by individual and trip; backup information is required to substantiate the traveler's name, dates of travel, destination, purpose of travel and cost (airfare, lodging, per diem and other expenses) for each trip. This information must be provided in sufficient detail to allow verification of JTR compliance
 - (2) Support items itemized by specific item and amount
- i. Prompt Payment Discount, if offered
- j. Total Invoice Amount – must match the acceptance information posted in ITSS and cannot exceed the current task order ceiling

9.3 Invoice Submittal.

- 9.3.1** A proper invoice shall be submitted not later than ten (10) workdays of each month after completion the task or deliverables. The original invoice must be submitted to GSA Finance and simultaneously submit a copy via IT Solutions website (ITSS) for acceptance and evaluation. If your invoice is not submitted into ITSS and GSA Finance, the invoice will be rejected. The original invoice may be done electronically to the finance center web site (<http://www.finance.gsa.gov>) or via regular U. S. mail to this address:

GSA BCEB
P. O. Box 219434
Kansas City, MO 64121-9434

- 9.3.2** The invoice information posted in ITSS must match the invoice information submitted to GSA's finance center to initiate a receiving report.
- 9.3.3** The payment information must satisfy a three-way match (ITSS, GSA finance center, and CCR) for the invoice to be successfully processed for payment.

- 9.3.4** If the contractor submits a revised invoice, the revised invoice must include: 1) a unique invoice number, 2) a brief explanation, and 3) a cross-reference to any previous invoice submittals for tracking purposes and avoiding duplication.
- 9.3.5** Original receipts, travel vouchers, etc., that have been completed in accordance with the applicable Government regulations shall be maintained by the contractor and made available to Government auditors upon request.
- 9.3.6** Reimbursable costs must not exceed the limit(s) specified in the task order. The Government will not pay charges that are not specifically identified in the task and approved, in advance, by the Government.
- 9.3.8** Invoices for final payment must be so identified and submitted when the task has been completed and no further charges are to be billed.
- 9.3.7 Payment Schedule.** The contractor shall invoice for work performed the prior month.
- 9.4 Task Order Closeout.** The contractor shall submit a final invoice and a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer, within forty-five (45) calendar days after the end of the performance period. After the final invoice has been paid, the contractor shall receive a unilateral modification for task order closeout.
- 10.0 Workload History.** This estimate is the Government's estimated workload, and is not intended to be binding on either party or to be the only possible solution to the requirements.

Performance Requirement	FTE
3.1	(b) (4)
3.3	(b) (4)
3.4	(b) (4)
3.5	(b) (4)
3.6	(b) (4)
3.7	(b) (4)
3.8	(b) (4)
3.9	(b) (4)
	(b) (4)
3.12	(b) (4)
3.13	(b) (4)
3.14	(b) (4)
3.15	(b) (4)
3.16	(b) (4)
3.17	(b) (4)
3.18	(b) (4)
Total	(b) (4)

Source Selection Information. FAR 3.104 disclosure restrictions apply.

11.0 Appendices

- Appendix A. Health Insurance Portability and Accountability Act (HIPPA) of 1996
- Appendix B. Customer Feedback Form

12.0 Attachments.

- Attachment 1, Travel Expense Summary
- DD Form 254: DoD Contract Security Classification Specification

11.4 Information Assurance (IA) Certification.

- a. Contractors performing IA functions as outlined in DoD 8570.01-M require an Information Assurance Technical (IAT) Level 1 certification within 180 days of date of award of the base period of performance. The personnel filling the positions must obtain and maintain an A+, Network +, System Security Certified Practitioner (SSCP) certification. Contractor personnel are required to register their certifications at <https://www.dmdc.osd.mil/appj/dwc/index.jsp> and provide a copy of their certificate to the unit 8570 monitor to be included in the annual reporting.
- c. In addition to the baseline IA certification requirement for IAT Level 1, personnel with privileged access must obtain appropriate Computing Environment (CE) certifications for the operating system(s) and/or security related tools/devices they support as required by their employing organization. If supporting multiple tools and devices, an IAT should obtain CE certifications for all the tools and devices they are supporting.

-END OF PWS-

APPENDIX A: HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) OF 1996

HIPAA is comprised of several different sections, each to be implemented by the Dept. of Health and Human Services. The AFMS and its components are specifically listed as covered entities (CE) under HIPAA. Currently, HIPAA Privacy and Security Rules, as set forth in the Code of Federal Regulations, are in effect for all AFMS CEs. The specific implementation of HIPAA Privacy for DOD medical facilities is set forth in DOD 6025.18-R, and for HIPAA Security, the requirements for the AFMS are contained in DOD 8580.02-R and AFI 41-217, which also contains additional Information Assurance requirements. DOD 6025.18-R, DOD 8580.02-R and AFI 41-217 are incorporated herein by reference. AFMS organizations are responsible to insure overall compliance with HIPAA requirements, which includes incorporation of certain requirements in contracts entered into or amended after the respective implementation dates.

IAW these regulations, the Contractor and its employees meet the definition of Business Associate. Therefore, a Business Associate Agreement is required by law to comply with both the HIPAA Privacy and Security regulations. This clause serves as that agreement for this contract, whereby the Contractor and its employees agree to abide by all HIPAA Privacy and Security requirements regarding health information as defined in this clause, DOD 6025.18-R, DOD 8580.02-R, and AFI 41-217. Additional HIPAA requirements will be addressed when implemented.

Introduction

(a) *Definitions.* As used in this clause generally refer to the Code of Federal Regulations (CFR) definition unless a more specific provision exists in DOD 6025.18-R, DOD 8580.02-R or AFI 41-217.

Individual has the same meaning as the term “individual” in 45 CFR 164.501 and 164.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR 164.502(g).

Privacy Rule means the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E.

Protected Health Information has the same meaning as the term “protected health information” in 45 CFR 164.501, limited to the information created or received by The Contractor from or on behalf of the Government.

Electronic Protected Health Information has the same meaning as the term “electronic protected health information” in 45 CFR 160.103.

Required by Law has the same meaning as the term “required by law” in 45 CFR 164.501 and 164.103.

Secretary means the Secretary of the Department of Health and Human Services or his/her designee.

Security Rule means the Health Insurance Reform: Security Standards at 45 CFR part 160, 162 and part 164, subpart C.

Terms used, but not otherwise defined, in this Agreement shall have the same meaning as those terms in 45 CFR 160.103, 160.502, 164.103, 164.304 and 164.501.

(b) The Contractor agrees to not use or further disclose Protected Health Information other than as permitted or required by the Contract or as Required by Law.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

- c) The Contractor agrees to use appropriate safeguards to prevent use or disclosure of the Protected Health Information other than as provided for by this Contract.
- (d) The Contractor agrees to use administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits in the execution of this Contract.
- (e) The Contractor agrees to mitigate, to the extent practicable, any harmful effect that is known to the Contractor of a use or disclosure of Protected Health Information by the Contractor in violation of the requirements of this Contract.
- (f) The Contractor agrees to report to the Government any security incident involving protected health information of which it becomes aware.
- (g) The Contractor agrees to report to the Government any use or disclosure of the Protected Health Information not provided for by this Contract of which the Contractor becomes aware of.
- (h) The Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by the Contractor on behalf of the Government agrees to the same restrictions and conditions that apply through this Contract to the Contractor with respect to such information.
- (i) The Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides electronic Protected Health Information, agrees to implement reasonable and appropriate safeguards to protect it.
- (j) The Contractor agrees to provide access, at the request of the Government, and in the time and manner designated by the Government to Protected Health Information in a Designated Record Set, to the Government or, as directed by the Government, to an Individual in order to meet the requirements under 45 CFR 164.524.
- (k) The Contractor agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the Government directs or agrees to pursuant to 45 CFR 164.526 at the request of the Government or an Individual, and in the time and manner designated by the Government.
- (l) The Contractor agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by the Contractor on behalf of, the Government, available to the Government, or at the request of the Government to the Secretary, in a time and manner designated by the Government or the Secretary, for purposes of the Secretary determining the Government's compliance with the Privacy Rule.
- (m) The Contractor agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for the Government to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR 164.528.
- (n) The Contractor agrees to provide to the Government or an Individual, in time and manner designated by the Government, information collected in accordance with this Clause of the Contract, to permit the Government to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 CFR 164.528.

Source Selection Information. FAR 3.104 disclosure restrictions apply.

General Use and Disclosure Provisions

Except as otherwise limited in this Agreement, the Contractor may use or disclose Protected Health Information on behalf of, or to provide services to, the Government for treatment, payment, or healthcare operations purposes, in accordance with the specific use and disclosure provisions below, if such use or disclosure of Protected Health Information would not violate the HIPAA Privacy Rule, DOD 6025.18-R, the HIPAA Security Rule, or DOD 8580.02-R if done by the Government.

Specific Use and Disclosure Provisions

(a) Except as otherwise limited in this Agreement, the Contractor may use Protected Health Information for the proper management and administration of the Contractor or to carry out the legal responsibilities of the Contractor.

(b) Except as otherwise limited in this Agreement, the Contractor may disclose Protected Health Information for the proper management and administration of the Contractor, provided that disclosures are required by law, or the Contractor obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as required by law or for the purpose for which it was disclosed to the person, and the person notifies the Contractor of any instances of which it is aware in which the confidentiality of the information has been breached.

(c) Except as otherwise limited in this Agreement, the Contractor may use Protected Health Information to provide Data Aggregation services to the Government as permitted by 45 CFR 164.504(e)(2)(i)(B).

(d) Contractor may use Protected Health Information to report violations of law to appropriate Federal and State authorities, consistent with 45 CFR 164.502(j)(1).

Obligations of the Government

Provisions for the Government to Inform the Contractor of Privacy Practices and Restrictions

(a) Upon request the Government shall provide the Contractor with the notice of privacy practices that the Government produces in accordance with 45 CFR 164.520, as well as any changes to such notice.

(b) The Government shall provide the Contractor with any changes in, or revocation of, permission by Individual to use or disclose Protected Health Information, if such changes affect the Contractor's permitted or required uses and disclosures.

(c) The Government shall notify the Contractor of any restriction to the use or disclosure of Protected Health Information that the Government has agreed to in accordance with 45 CFR 164.522.

Permissible Requests by the Government

The Government shall not request the Contractor to use or disclose Protected Health Information in any manner that would not be permissible under the HIPAA Privacy Rule, DOD 6025.18-R, the HIPAA Security Rule, or DOD 8580.02-R, if done by the Government, except for providing Data Aggregation services to the Government and for management and administrative activities of the Contractor as otherwise permitted by this clause.

Termination

Source Selection Information. FAR 3.104 disclosure restrictions apply.

(a) Termination. A breach by the Contractor of this clause, may subject the Contractor to termination under any applicable default or termination provision of this Contract.

(b) Effect of Termination.

(1) If this contract has records management requirements, the records subject to the Clause should be handled in accordance with the records management requirements. If this contract does not have records management requirements, the records should be handled in accordance with paragraphs (2) and (3) below.

(2) If this contract does not have records management requirements, except as provided in paragraph (3) of this section, upon termination of this Contract, for any reason, the Contractor shall return or destroy all Protected Health Information received from the Government, or created or received by the Contractor on behalf of the Government. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of the Contractor. The Contractor shall retain no copies of the Protected Health Information.

(3) If this contract does not have records management provisions and the Contractor determines that returning or destroying the Protected Health Information is infeasible, the Contractor shall provide to the Government notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Government and the Contractor that return or destruction of Protected Health Information is infeasible, the Contractor shall extend the protections of this Contract to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as the Contractor maintains such Protected Health Information.

Miscellaneous

(a) Regulatory References. A reference in this Clause to a section in DOD 6025.18-R, HIPAA Privacy Regulation or DOD 8580.02-R, HIPAA Security Regulation or any CFR or AFI provisions means the section as currently in effect or as amended, and for which compliance is required.

(b) Survival. The respective rights and obligations of Business Associate under the "Effect of Termination" provision of this Clause shall survive the termination of this Contract.

(c) Interpretation. Any ambiguity in this Clause shall be resolved in favor of a meaning that permits the Government to comply with DOD 6025.18-R, the CFR HIPAA Privacy Rule, DOD 8580.02-R, the CFR HIPAA Security Rule and AFI 41-217.

APPENDIX B: CUSTOMER FEEDBACK FORM

CUSTOMER FEEDBACK RECORD		DATE/TIME OF FEEDBACK	
CONTRACT NUMBER		CONTRACTOR	
SOURCE OF FEEDBACK			
ORGANIZATION	ADDRESS	INDIVIDUAL	PHONE NUMBER
NATURE OF FEEDBACK			
CONTRACT REFERENCE			
VALIDATION ACCOMPLISHED			
CONTRACTOR INFORMED OF FEEDBACK (DATE/TIME/CONTRACT INDIVIDUAL CONTACTED)			
ACTION TAKEN BY CONTRACTOR			
RECEIVED/VALIDATED BY			